



# **Club Charter**

## **Barnsley Football Club**

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# BARNSELY FOOTBALL CLUB CUSTOMER CHARTER

## 1.0 Mission Statement

Barnsley Football Club has been at the centre of the town for over 125 years. Barnsley Football Club ("The Club") aims to be a source of pride in the Metropolitan Borough Council of Barnsley. The Club will increase national awareness by:

Playing professional football at the highest possible level

Managing the Club to create a sustainable future for professional football within Barnsley

Looking after the interests of its supporters and encouraging involvement through liaison and consultation groups.

Making the matchday experience more appealing to all supporters and especially families through eradicating anti-social behaviour

Maintaining the high standards in our Community Sports and Education Trust programme, creating opportunities for young people who are disadvantaged or who have special needs to learn and to take part in sport

Promoting the place that football plays in our town's heritage and culture

Developing the potential of our young people to achieve sporting excellence

Promoting the value to the wider community of sport with accessible and affordable community spectator facilities

## 2.0 Customer Service

The Club encourages customer feedback, comment, views or complaints about the Club, its staff or activities. All such correspondence should, in the first instance, be directed to the Chief Executive who will respond himself or arrange for an appropriate departmental head to respond on behalf of the Club.

Any contact from a customer, whether it be by letter, facsimile or e-mail, will receive a response within seven working days. Should it not be possible to provide a full response within that time an acknowledgement will be sent and a comprehensive reply will follow at the first possible opportunity.

Any unresolved matters will be referred to Ben Mansford, Chief Executive and a final decision will be made.

Contact can be made as follows:

**Post:** Letters should be addressed to 'Customer Service Department', Barnsley Football Club, Oakwell Stadium, Grove Street, Barnsley, S71 1ET

**Facsimile:** A facsimile should be forwarded to (01226) 211302

**Email:** [thereds@barnsleyfc.co.uk](mailto:thereds@barnsleyfc.co.uk)

Should a supporter be unsatisfied by the clubs response or failure to respond to any supporter they can contact The Football League's Customer Service at:

**Customer Service Department**  
**The Football League Limited**  
**Edward VII Quay**  
**Navigation Way**  
**Preston PR2 2YF**  
**E:** [enquiries@football-league.co.uk](mailto:enquiries@football-league.co.uk)  
**T:** 0844 335 0183

The contact details for the Independent Football Ombudsman are:

**The Independent Football Ombudsman**  
**Suite 49**  
**57 Great George Street**  
**Leeds LS1 3AJ**

### **3.0 Staff Conduct**

The Club expects the highest possible standards of conduct from members of staff whilst on club premises or when representing the Club away from Oakwell.

The Club has adopted an anti-discrimination policy, a copy of which is available for inspection at the club during office hours.

The Club is aware of its responsibility to the community and staff are also aware of their own roles within it.

The Club recognises its responsibility to the safety and well-being of children and young persons who participate in the Community Sports and Education Trust's activities. The Club has adopted a formal Child Protection Policy and ensures that all personnel adhere to it accordingly.

### **4.0 Club Liability**

The Club is not liable for any loss, damage or injury sustained or incurred (howsoever arising) by any individuals or groups of individuals whilst on Club premises.

### **5.0 Consultation**

The Club consults with its supporters on an on-going basis through a variety of formats. These include one to one contact, regular meetings with representatives of the Supporters Trust, regular attendance of Club personnel at Supporters Trust meetings, participation in League surveys and supporters on line questionnaire through the Football League.

The Club publicises its position on major policy issues in the Club programme, on the Official Website at [www.barnsleyfc.co.uk](http://www.barnsleyfc.co.uk) and via media releases both local and national.

The Club continues to develop ways to consult with its customers, Sponsors, the Local Authority and other interested parties.

### **6.0 Ticketing**

#### **6.1 Pricing**

The Club will seek new ways to encourage increased spectator access to Barnsley Football Club fixtures.

The Club will offer an appropriate band of ticket prices.

The Club operates a scheme to enable supporters to pay for season tickets by instalments.

Fees: a transaction cost can be applicable for online, postal and telephone credit/debit card bookings.

#### **6.2 Match Day Tickets**

Supporters wishing to purchase home match day tickets may do so either:

In person at Oakwell Stadium, Grove Street, Barnsley, South Yorkshire S71 1ET

Via the internet for home matches at [www.eticketing.co.uk/barnsleyfc](http://www.eticketing.co.uk/barnsleyfc)

By telephone on 0871 22 66 777

At least 5 per cent of tickets for each match will be made available to non-season ticket holders.

The Club gives the earliest possible notice of any changes to its ticketing policy and the reasons for the changes via the Club programme, official website and social media channels, and/or via the local media.

### **6.3 Ticket Concessionary Rates**

Concessions are available to junior supporters (17 years and under), senior citizens (65 years and over) and Students in certain sections of the stadium. However, the Directors reserve the right to amend these age limits. Tickets for Students and children under 12 will not be available for purchase on the turnstile.

### **6.4 Disabled Supporters**

The Club encourages the attendance of disabled supporters and their carers. Where the need for personal support has been identified, the Club will admit the personal assistant free of charge on the understanding that they are providing a service to the disabled supporter to enable them to access match facilities.

Disabled supporters who register the need for a personal assistant may be refused entry should they arrive at the ground unattended as the club cannot guarantee that this service will be provided by club staff. No carer may enter the ground using his complimentary ticket if the person to whom he provides assistance is not attending the game.

The Club disabled policy is as detailed in Appendix 1 of the Customer Charter, copies of which can be obtained either through the Club Official Website or at the General Office. The Box Office Staff are available on 0871 22 66 777 for information.

### **6.5 Away Matches (including Cup Competitions)**

Where it is likely that the requirement for tickets will outstrip the availability, away clubs or their local police force, may make the match "all-ticket" for Barnsley Football Club supporters only.

In the case of prestigious away matches where demand is likely to outstrip supply, where possible there will be a guaranteed period designated by the Club for Season Ticket Holders to claim their tickets on the basis of one per member, followed by members of Club schemes that give members second priority, before going on general sale.

Ticketing arrangements for all away matches are publicised on the Club's website ([www.barnsleyfc.co.uk](http://www.barnsleyfc.co.uk)), in the Club programme and press releases.

Supporters are advised to retain their ticket stubs from both home and away games.

### **6.6 Home Cup Competitions**

Tickets for cup competitions are priced in agreement with the opposing Club, but usually no higher than for League matches.

### **6.7 Returns/Refunds**

A refund is given on pre-purchased match tickets returned to the Box Office up to the advertised time of kick - off, providing the ticket holder is considered to have a genuine reason for returning the ticket(s). No refunds are given after this time.

Season tickets are sold as packages and no part of those packages will be accepted by the Club for exchange or refund.

### **6.8 Abandoned/Postponed Matches**

If a match is postponed prior to the turnstiles being opened for a particular match. Supporters in possession of pre-purchased match tickets will be able to use them when attending the re-arranged match.

If a match is postponed after supporters have been admitted to the stadium, but before kick-off, ticket holders will be offered free admission to the re-arranged match. If a match is abandoned after kick-off and before the half time interval ticket holders will be offered half - price admission to the re-arranged match. A valid ticket from the postponed or abandoned match must be produced as directed by the Club to activate the free or reduced price admission.

### **6.9 Accommodation Away Supporters**

The Club does not charge admission prices to supporters of the visiting club that are higher than those charged to its own supporters for comparable accommodation.

In particular, concessionary rates offered to senior citizens (65 and over) and junior supporters (17 years and under) also apply to supporters of a visiting club.

### **7.0 Merchandise**

The Club will provide information relating to the launch date and expiry date of replica kits.

Details of the next intended change of kit is available from the Retail Manager who is based at the Reds Superstore at Oakwell.

Details of the next intended change of kit (where known) will be displayed on the Club Website.

The Club carries out its obligations under Football League regulations to prevent price fixing in relation to the sale of replica strip.

The Club offers refunds and exchanges on merchandise in accordance with its legal obligations.

### **8.0 Charity Requests**

The Club has a commitment to supporting local charitable requests.

The Club does not make monetary donations and, due to the high number of requests, the Club does not support personal enquiries for signed merchandise for events such as birthdays or weddings.

The Club is committed to supporting The Football League's chosen charity.

All applications must be accompanied by a letter of authority from the benefitting charity and must be received six weeks prior to the required event date.

### **9.0 Community Activities**

The Club is proud to play a strong role in the community. The Community Sports and Education Trust is the charitable arm of Barnsley Football Club who provide valuable support for our community activities.

Through the Club's Study Support Centre, a wide range of school children from across the borough are given the opportunity of attending 'learning through football' courses.

The Club actively helps to promote and publicise local charitable causes, community events and other good causes by arranging for players to attend public events (subject to availability).

The Club supports all Equality and Diversity and this is relayed through messages in the Club programme, on the official website, stadium PA system, media releases and in conjunction with the Barnsley Multi Agency Panel. It is further committed to taking a strong position towards the use of racist language, chanting or behaviour at its stadium.

## 10.0 Who's Who at Barnsley Football Club

Barnsley Football Club, Oakwell Stadium, Grove Street, Barnsley, S71 1ET

Chief Executive	Ben Mansford	<a href="mailto:thereds@barnsleyfc.co.uk">thereds@barnsleyfc.co.uk</a>
Secretary	Sharon Hardware	<a href="mailto:thereds@barnsleyfc.co.uk">thereds@barnsleyfc.co.uk</a>
Commercial Manager	Rachel Bentley	<a href="mailto:marketing@barnsleyfc.co.uk">marketing@barnsleyfc.co.uk</a>
Commercial Sales Manager	Linton Brown	<a href="mailto:Linton.brown@barnsleyfc.co.uk">Linton.brown@barnsleyfc.co.uk</a>
Press and Media Manager	Matt Goodwin	<a href="mailto:matt.goodwin@barnsleyfc.co.uk">matt.goodwin@barnsleyfc.co.uk</a>

## 11.0 Barnsley Football Club Anti-Discrimination Policy

### **Barnsley Football Club's disability policy covers the Disability Discrimination Act 1995 and 2005 (DDA).**

For the purposes of the DDA, a disabled person is someone who has physical or mental impairment which has substantial and long-term adverse effect on their ability to carry out normal day-to-day activities; or has had such impairment in the past (See appendix RE definitions).

Barnsley Football Club provides 57 wheelchair bays for HOME supporters.

These are situated in the Corner Stand at Oakwell Stadium and limited numbers in the South Stand. Tickets for disabled supporters in these areas are priced at the appropriate category. Helpers go free. Disabled supporters in the Corner Stand should enter Oakwell Stadium via Gate One (South East corner). For the South Stand disabled supporters should enter through gate 33 on Grove Street.

Barnsley Football Club also provides facilities for supporters with a visual impairment. These are also situated in the Corner Stand at Oakwell Stadium and visually impaired supporters can enjoy the atmosphere at the big game via match commentary. Visually impaired supporters should enter Oakwell Stadium via Gate One (South East corner).

There are also 18 wheelchair bays available for away supporters in the North Stand.

Parking is provided for disabled supporters. The number of designated disabled bays in the Oakwell car park is 59, although these are sold to season permit holders in the home car park. Away supporters should advise the steward on their arrival to the away car park. Oakwell Stadium has disabled toilets for both home and away supporters.

For more information on Disabled ticketing arrangements, prices and allocations, please contact the Oakwell Box Office on 0871 2266777.

Barnsley Football Club's ticket policies are the same for disabled and non-disabled supporters.

The Club's ticketing policies provide for personal assistants and carers (PAs) to be admitted without charge, where a disabled supporter requires a PA in order to attend a match, on condition that the PA provides support to the disabled person as required.

The Club's concessionary ticket policy for disabled supporters applies to all disabled supporters, regardless of their needs based on the need to be accommodated in a designated disabled seating area, such as for wheelchair users, and/or the need for PA support in order to be able to attend the match.

Separate home and away facilities are provided for disabled supporters. Barnsley Football Club endeavour to provide weather protection for disabled supporters in exposed areas of Oakwell Stadium.

Information about access and other facilities for disabled people is easily available via the Club's official website, [www.barnsleyfc.co.uk](http://www.barnsleyfc.co.uk) and in the Oakwell Box Office.

The Club has designated a disabled car parking area. More information can be obtained from the Oakwell Box Office.

## Appendix

### Definitions

#### 1 “A person with a physical or mental impairment”

This includes those with mobility impairments, sensory impairments (hearing, eyesight), learning difficulties and mental impairment. It is no longer necessary that a mental impairment be ‘clinically well-recognised’.

Other people covered by the Act include:

- People with severe disfigurements, even where these do not directly affect day-to-day activity.
- People with cancer, multiple sclerosis or HIV infection are included from the moment of diagnosis (i.e. even where, currently, there is no effect on day-to-day activities).
- People with other progressive conditions (e.g. muscular dystrophy, rheumatoid arthritis) are included from the moment that the condition has some effect on their ability to carry out day-to-day activities, provided that at some point in the future it will have a substantial effect.
- People whose physical or mental impairment is substantially corrected or controlled by the use of prosthesis (such as artificial limbs) or medication (except if an impairment is controlled or corrected by spectacles, eyeglasses or contact lenses, in which case it is only if the residual effect is sufficiently adverse that the person would be covered).
- Children under the age of six who would be covered by the DDA if they were an adult.

People with the conditions below are expressly not covered by the DDA:

- Those whose impairment consists only of addiction to nicotine, alcohol or any other substance (unless the addiction resulted from medically prescribed drugs or treatment).
- Those with conditions giving them a tendency to set fires (pyromaniacs), a tendency to steal (kleptomaniacs), a tendency towards physical or sexual abuse, exhibitionism or voyeurism.
- Those with seasonal allergic rhinitis (hay fever).
- Those with a severe disfigurement consisting of an unremoved tattoo or body piercing.

#### 2 The impairment must have a “substantial adverse effect”

Substantial, in this context, means only ‘more than minor or trivial’. As stated above, if an impairment is corrected by use of a prosthesis (other than spectacles) or by medication, that correction must be discounted before determining whether the effect is “substantial”.

#### 3 The effect must be “long-term”

This means that:

- It must have lasted, or be expected to last, at least 12 months.
- It is likely to last for the rest of that person’s life.
- It is likely to re-occur if it is currently in remission.

#### 4 The impairment must adversely affect “normal day-to-day activities”

This means activities that are normal for most people, not specialised activities such as the ability to play a musical instrument. The following are the day-to-day activities covered by the Act:

- Mobility
- Manual dexterity
- Physical co-ordination
- Continence
- Ability to lift, carry or otherwise move everyday objects
- Speech, hearing or eyesight
- Ability to concentrate, learn or understand
- Perception of the risk of physical danger

In most cases, it will be clear whether or not a person meets the above definition and it should not therefore be necessary to make significant checks on eligibility. However, there may be cases where the Club is not certain that the person presenting a disabled person is actually a disabled person as defined by the Act. In that event, if the Club is offering a concession or if the person is seeking a reasonable adjustment (such as a ticket for a PA) the Club is entitled to seek evidence from the person. Typical evidence that a Club could seek would be one of the following:

Entitlement to the middle rate care component of the Disability Living Allowance (DLA).

Entitlement to the middle rate mobility component of the DLA.

Letter of confirmation from the Local Authority Social Services Department that the person is in receipt of support services.

Letter from the person's GP confirming that they are a disabled person with a recognised impairment that requires extra help.

In the case of DLA, the award may be for life or for a fixed period. Accordingly, it would be reasonable for a Club to check periodically (e.g. annually), whether a disabled person remains eligible, although where an award is made for life the Club's systems would record this so as to avoid the need for periodic checks of that person's eligibility.

Barnsley Football Club  
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